

CONTRACT SUPPLEMENT
SP-37 Rev. 01/02

Purchasing Contact:
Kathleen Anderson, PSO II

Telephone Number:
(860) 622-2328

STATE OF CONNECTICUT
DEPARTMENT OF INFORMATION TECHNOLOGY
CONTRACTS & PURCHASING DIVISION
101 EAST RIVER DRIVE, 4th Floor
EAST HARTFORD, CT 06108-3274

Contract Award Number
023-A-27-7013-C

Contract Award Date
January 16, 2003

SUPPLEMENT DATE
April 2, 2003

CONTRACT AWARD SUPPLEMENT # 3

IMPORTANT: This is NOT a Purchase Order. Do NOT Produce or Ship without an Agency Purchase Order.

COMMODITY CLASS/SUBCLASS & DESCRIPTION: 7000/560 Paging Rental Services			
FOR: All Using State Agencies, Municipalities and Political Sub-Divisions		DELIVERY DATE REQ'D: N/A	
		TERM OF CONTRACT: January 16, 2003 – March 31, 2005 (with an option to extend one additional year)	
		AGENCY REQUISITION NUMBER: 014107	
IN STATE (NON-SB) CONTRACT VALUE	DAS CERTIFIED SMALL BUSINESS CONTRACT VALUE	OUT OF STATE CONTRACT VALUE	TOTAL CONTRACT AWARD VALUE
--		--	\$100,000.00/a year

NOTICE TO CONTRACTORS: This notice of award is not an order to ship. The using agency or agencies on whose behalf the contract is made will furnish purchase orders against contracts. Send invoices directly to the using/ordering agency per instructions on purchase order.

NOTE: Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

NOTICE TO AGENCIES: A complete explanatory report shall be furnished promptly to the Director concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

- ▶ **CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.
- ▶ **PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

CONTRACTOR INFORMATION:

APPROVED

Supplement # 3
Date Issued: **April 2, 2003**

Holly Miller-Sullivan
Director of Contract & Purchasing Division
(Original Signature on Document in Procurement Files)

Company Name: Arch Wireless Operating Company, Inc.

Address: 35 Thorpe Avenue, Wallingford, CT 06492

TIN / FEIN# 22-3619446

Tel. # (203) 741-1158

Fax # (203) 284-8273

Contact Person: Michael S. Flynn

E-mail Address: michael.s.flynn@arch.com

Website: www.arch.com

Arch Wireless Operating Company, Inc.

Make & Model	Statewide	Multi-State	Nationwide
A. Motorola Bravo BFX	\$3.75	\$4.25	\$15.95
B. Motorola Pronto PRT	\$3.75	\$4.25	\$15.95
C. Motorola Advisor Gold	\$7.90	\$8.90	\$24.95
D. Motorola Advisor Elite	\$7.90	\$8.90	\$24.95

MODEL	Unlimited Operator Dispatch	Toll-Free Number	Custom Greeting	Voicemail	Internet & Email Dispatch	Insurance fee	Lost Pager Replacement Fee	Lost pager with NO insurance
A. Motorola Bravo BFX	Not applicable	\$5.00	\$0.50	\$3.00	Not applicable	\$1.00	\$25.00	\$50.00
B. Motorola Pronto PRT	Not applicable	\$5.00	\$0.50	\$3.00	Not applicable	\$1.00	\$25.00	\$50.00
C. Motorola Advisor Gold	\$9.95	\$5.00	\$0.50	\$3.00	*Included (No charge)	\$1.00	\$50.00	\$99.00
D. Motorola Advisor Elite	\$9.95	\$5.00	\$0.50	\$3.00	*Included (No charge)	\$1.00	\$50.00	\$99.00

***Exclude \$3.00 internet and email dispatch - Amend to No charge**

Purchasing Contact:
Kathleen Anderson, PSO II

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STATE OF CONNECTICUT
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CONTRACTS & PURCHASING DIVISION
101 EAST RIVER DRIVE, 4th Floor
EAST HARTFORD, CT 06108-3274

Contract Award Number
023-A-27-7013-C

Contract Award Date
January 16, 2003

SUPPLEMENT DATE
March 17, 2003

CONTRACT AWARD SUPPLEMENT # 2

IMPORTANT: This is NOT a Purchase Order. Do NOT Produce or Ship without an Agency Purchase Order.

COMMODITY CLASS/SUBCLASS & DESCRIPTION: **7000/560 Paging Rental Services**

FOR: **All Using State Agencies,
Municipalities and Political Sub-
Divisions**

DELIVERY DATE REQ'D:

N/A

TERM OF CONTRACT:

January 16, 2003 – March 31, 2005
(with an option to extend one additional year)

AGENCY REQUISITION NUMBER: **014107**

IN STATE (NON-SB) CONTRACT VALUE	DAS CERTIFIED SMALL BUSINESS CONTRACT VALUE	OUT OF STATE CONTRACT VALUE	TOTAL CONTRACT AWARD VALUE
--		--	\$100,000.00/a year

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- ▶ **CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.
- ▶ **PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

CONTRACTOR INFORMATION:

Supplement #2 is added to update vendor contact information.

Company Name: Network Services, LLC

Bob Fried

Email: bfried@networkservices.net

Office 860-666-1382

Mobile: 860-212-7320

Joe Pavlakovich

Email: pavlakovich@networkservices.net

Office: 877-488-4895 Ext. 802

Mobile: 717-877-2000

APPROVED

Supplement # 2

Date Issued: March 17, 2003

Holly Miller-Sullivan

Director of Contract & Purchasing Division
(Original Signature on Document in Procurement Files)

STATE OF CONNECTICUT
DEPARTMENT OF INFORMATION TECHNOLOGY
CONTRACTS & PURCHASING DIVISION
101 EAST RIVER DRIVE, 4th Floor
EAST HARTFORD, CT 06108-3274

Purchasing Contact:
Kathleen Anderson, PSO II

Telephone Number:
(860) 622-2328

Contract Award Number
023-A-27-7013-C

Contract Award Date
January 16, 2003

SUPPLEMENT DATE
February 24, 2003

CONTRACT AWARD SUPPLEMENT # 1

IMPORTANT: This is NOT a Purchase Order. Do NOT Produce or Ship without an Agency Purchase Order.

COMMODITY CLASS/SUBCLASS & DESCRIPTION: **7000/560 Paging Rental Services**

FOR: **All Using State Agencies,
Municipalities and Political Sub-
Divisions**

DELIVERY DATE REQ'D:

N/A

TERM OF CONTRACT:

January 16, 2003 – March 31, 2005
(with an option to extend one additional year)

AGENCY REQUISITION NUMBER: **014107**

IN STATE (NON-SB) CONTRACT VALUE	DAS CERTIFIED SMALL BUSINESS CONTRACT VALUE	OUT OF STATE CONTRACT VALUE	TOTAL CONTRACT AWARD VALUE
--		--	\$100,000.00/a year

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- ▶ **CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.
- ▶ **PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

CONTRACTOR INFORMATION:

Supplement is added to award additional vendor to the contract.

Company Name: **Verizon Wireless Messaging Services**

Address: 1204 Main Street #316 Branford, CT 06405

Bonnie Davis CAE-Connecticut

Bus. 860-742-2427

Pager- 800-219-5065

Work Cell - 860-712-9014

TIN/FEIN # **22-3724253**

Liz Isabelle CAE-Connecticut

Bus. 860-738-4172

Pager - 800-960-8168

Work Cell - 860-690-7339

email: bonnie.davis@verizonwireless.com or

liz.isabelle@verizonwireless.com

Website: www.verizonmessaging.com

APPROVED

Supplement # 1

Date Issued: February 24, 2003

Holly Miller-Sullivan

Director of Contract & Purchasing Division
(Original Signature on Document in Procurement Files)

1. NUMERIC PAGER MONTHLY RENTAL: Basic Monthly Charge: Includes pager rental/lease, a local paging number, and basic paging services. Unlimited pages (no per call charges) included with monthly rental fee.

Verizon Wireless Messaging Service

Make & Model	Statewide	Multi-State	Nationwide
A. Motorola LS 350	\$ 4.50	\$4.50	\$N/A
B. Motorola BR850	\$ 4.50	\$4.50	\$19.95

2. ALPHA-NUMERIC Pager Monthly Rental:

Basic Monthly Charge: Includes pager rental/lease, a local paging number, and basic paging services.

Call Plan Allowance: List number of pages allowed with the monthly charge only if unlimited pages (no per call charges) are not included with monthly rental fee.

Overcall Per Page: Charge per page over and above the call plan allowance.

Verizon Wireless Messaging Service

Make & Model	Statewide	Multi-State	Nationwide
C. Motorola Advisor Gold	\$7.95	\$7.95	\$N/A
D. Motorola Advisor Elite	\$7.95	\$7.95	\$29.95

	C.	D.
call plan allowance for pages	200	200
overcall per page	\$.25	\$.25

3. ADDITIONAL SERVICES:

Operator Dispatch: Unlimited for a set fee

Toll-Free Number: Provides a nationwide toll-free number

Custom Greeting: Allows customer to leave his/her own greeting for incoming pages

Voicemail: Provides the caller the ability to leave a voicemail message

Internet & Email Dispatch: Allows messages to be sent to your pager from anywhere using the Internet. Sends a duplicate of all alphanumeric messages to customer's email

Insurance & Replacement: Monthly insurance fee for a replacement for a lost unit for a set fee

Lost Pager: Fee for lost pager with no insurance

Verizon Wireless Messaging Service

MODEL	unlimited operator dispatch	toll-free number	custom greeting	voicemail	internet and email dispatch	Insurance fee and lost pager replacement fee		lost pager with no insurance
A.	\$N/A	\$10.00	\$1.00	\$2.95	N/A	No Charge	\$75.00	Not Applicable
B.	\$ N/A	\$10.00	\$1.00	\$2.95	N/A	No Charge	\$75.00	Not Applicable
C.	\$9.95	\$10.00	\$1.00	\$2.95	N/C	No Charge	\$100.00	Not Applicable
D.	\$9.95	\$10.00	\$1.00	\$2.95	N/C	No Charge	\$100.00	Not Applicable

Notes:

1. The following fees are not allowable under this contract: Universal Service Fund fees, activation fees, administrative fees, shipping fees, and any additional fees not approved of under this contract.
2. Price shall be net, including all costs that the bidder may incur, without exception. The Bidder will ensure that quote includes all ancillary costs (e.g. transportation charges). *Failure to include an applicable cost will be interpreted as that cost being included in the price.*
3. Quantities may be increased or decreased during the coverage term. Awarded contractors will accept purchase orders to add or delete similar equipment during the coverage term.
4. No additional contracts or agreements are required from the agency. Agencies do not sign any forms from the vendor. Vendors requiring additional signatures/agreements/contracts are in breach of the Contract Award Terms and Conditions.
5. All items/services must comply with the Standard Bid and Contract Terms and Conditions, Special Bid & Contract Terms & Conditions, and Specifications.

**~ ~ TWO-WAY TEXT PAGERS, TEXT MESSAGING, AND SHORT MESSAGE
SERVICES ARE NOT PART OF THIS CONTRACT AWARD. ~ ~**

Purchasing Contact:
Theresa Anderson, PSO II

E-Mail Address:
theresa.anderson@po.state.ct.us

STATE OF CONNECTICUT
DEPARTMENT OF INFORMATION TECHNOLOGY
CONTRACTS & PURCHASING DIVISION
101 EAST RIVER DRIVE
EAST HARTFORD, CT 06108-3274

Contract Award # 023-A-27-7013-C
Contract Award Date January 16, 2003
Expiration Date March 31, 2005

CONTRACT AWARD

IMPORTANT: This is NOT a purchase order. Do NOT produce or ship without an Agency purchase order.

COMMODITY CLASS/SUBCLASS & DESCRIPTION: **7000 / 560 Paging Rental Services**

FOR:

**All Using State Agencies,
Municipalities and Political Sub-
Divisions**

TERM OF CONTRACT:

January 16, 2003 - March 31, 2005
(with an option to extend one additional year)

NOTICE TO CONTRACTORS: This notice of award is not an order to ship. The using agency or agencies on whose behalf the contract is made will furnish purchase orders against contracts. Send invoices directly to the using/ordering agency per instructions on purchase order.

NOTICE TO AGENCIES: Please issue orders and process invoices promptly. An explanatory report shall be furnished promptly to the Director concerning items delivered and/or services rendered on orders placed against awards listed herein which do not comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within the period of time specified.

- ▶ **PAYMENT DISCOUNTS:** Payment discounts, if any, shall be given SPECIAL ATTENTION, but such payment discount shall not be taken unless payment is made within the discount period.
- ▶ **PRICE BASIS:** Prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

AWARDED CONTRACTOR INFORMATION:

Company Name: **Arch Wireless Operating Company, Inc.**

Address: 35 Thorpe Avenue, Wallingford, CT 06492

Tel. # (203) 741-1158

Fax # (203) 284-8273

E-mail Address: michael.s.flynn@arch.com

TIN/FEIN # **22-3619446**

Contact Person: Michael S. Flynn

Website: www.arch.com

Company Name: **Metrocall, Inc.**

Address: 210 Clay Avenue, Lyndhurst, NJ 07071

Tel. # (860) 833-6382 / 800-825-2255

Fax # (860) 276-8479

E-mail Address: grzesczykb@metrocall.com

TIN/FEIN # **54-1215634**

Contact Person: Beth Grzesczyk

Website: www.metrocall.com

Company Name: **Network Services, LLC**

Address: 525 S. Douglas Street, El Segundo, CA 90245

Tel. # (888) 253-1225

Fax # (702) 558-1827

E-mail Address: gtiedeman@networkservices.net

TIN/FEIN # **95-4518953**

Contact Person: Greg Tiedeman

Website: www.networkservices.net

APPROVED _____

Holly Miller-Sullivan

Director of Contract & Purchasing Division
(Original Signature on Document in Procurement Files)

Date Issued: January 16, 2003

STATE OF CONNECTICUT
DOIT – CONTRACTS & PURCHASING DIVISION

Award Number
023-A-27-7013-C

Purchasing Contact:
Theresa Anderson, PSO II

E-Mail Address:
theresa.anderson@po.state.ct.us

Page 1 of 4

**CONTRACT AWARD
SCHEDULE**

023-A-27-7013-C

Contract Award Term
2-years (expires March 31, 2005)

PAYMENT TERMS
Net 45 Days

Department of Information Technology is issuing this Contract Award
for **Paging Rental Services**
for All Using State Agencies, Municipalities, and Political Sub-Divisions of Connecticut

Payment Discounts:

Network Services, LLC	2 % 10 Days
Arch Wireless Operating Co. Inc.	0 % 0 Days
Metrocall, Inc.	0 % 0 Days

1. NUMERIC Pager Monthly Rental:

Basic Monthly Charge: Includes pager rental/lease, a local paging number, and basic paging services.
Unlimited pages (no per call charges) included with monthly rental fee.

Network Services, LLC

Make & Model	Statewide	Multi-State	Nationwide
A. Motorola Bravo	\$ 2.75	\$3.75	\$5.75
B. Motorola Bravo Plus or LX	\$ 2.75	\$3.75	\$5.75

Arch Wireless Operating Co., Inc.

Make & Model	Statewide	Multi-State	Nationwide
A. Motorola Bravo BFX	\$ 3.75	\$4.25	\$15.95
B. Motorola Pronto PRT	\$ 3.75	\$4.25	\$15.95

Metrocall, Inc.

Make & Model	Statewide	Multi-State	Nationwide
A. Standard Telecom 800	\$4.50	\$9.00	\$14.00
B. --- None ---	---	---	---

STATE OF CONNECTICUT
DOIT – CONTRACTS & PURCHASING DIVISION

Award Number
023-A-27-7013-C

2. ALPHA-NUMERIC Pager Monthly Rental:

Basic Monthly Charge: Includes pager rental/lease, a local paging number, and basic paging services.
Call Plan Allowance: List number of pages allowed with the monthly charge only if unlimited pages (no per call charges) are not included with monthly rental fee.
Overcall Per Page: Charge per page over and above the call plan allowance.

Network Services, LLC

Make & Model	Statewide	Multi-State	Nationwide
C. Motorola Advisor Gold	\$5.90	\$6.90	\$8.90
D. Motorola Advisor Elite	\$6.90	\$7.90	\$9.90
	C.	D.	
call plan allowance for pages	Unlimited	Unlimited	
overcall per page	No Charge	No Charge	

Arch Wireless Operating Co., Inc.

Make & Model	Statewide	Multi-State	Nationwide
C. Motorola Advisor Gold	\$7.90	\$8.90	\$24.95
D. Motorola Advisor Elite	\$7.90	\$8.90	\$24.95
	C.	D.	
call plan allowance for pages	200	200	
overcall per page	\$0.25	\$0.25	

Metrocall, Inc.

Make & Model	Statewide	Multi-State	Nationwide
C. Standard Telecom Titan 3	\$7.95	\$12.95	\$19.95
D. --- None ---	---	---	---
	C.	D.	
call plan allowance for pages	250	---	
overcall per page	\$0.15	---	

MODEL	unlimited operator dispatch	toll-free number	custom greeting	voicemail	internet and email dispatch	Insurance fee and lost pager replacement fee		lost pager with no insurance
A.	\$7.25	\$5.95	Included	\$0.50	Included	\$1.00	\$15.00	\$30.00
B.	---	---	---	---	---	---	---	---
C.	\$7.25	\$5.95	Included	\$0.50	Included	\$1.00	\$30.00	\$60.00
D.	---	---	---	---	---	---	---	---

STATE OF CONNECTICUT
DOIT – CONTRACTS & PURCHASING DIVISION

Award Number
023-A-27-7013-C

CONTACTS FOR CONTRACT AWARD:

Vendor: Network Services, LLC / FEIN #: 95-4518953

Address: 525 S. Douglas Street, El Segundo, CA 90245

Representative's Name: **Greg Tiedeman**

Phone: (888) 253-1225 Fax: (702) 558-1827 E-mail: gtiedeman@networkservices.net

Company Website: www.networkservices.net

Vendor: Arch Wireless Operating Company, Inc. / FEIN #: 22-3619446

Address: 35 Thorpe Avenue, Wallingford, CT 06492

Representative's Name: **Michael S. Flynn**

Phone: (203) 741-1158 Fax: (203) 284-8273 E-mail: michael.s.flynn@arch.com

Company Website: www.arch.com

Vendor: Metrocall, Inc. / FEIN #: 54-1215634

Address: 210 Clay Avenue, Lyndhurst, NJ 07071

Representative's Name: **Beth Grzesczyk**

Phone: (860) 833-6382 / 800-825-2255 Fax: (860) 276-8479 E-mail: grzeszykb@metrocall.com

Company Website: www.metrocall.com

Notes:

1. The following fees are not allowable under this contract: Universal Service Fund fees, activation fees, administrative fees, shipping fees, and any additional fees not approved of under this contract.
2. Price shall be net, including all costs that the bidder may incur, without exception. The Bidder will ensure that quote includes all ancillary costs (e.g. transportation charges). *Failure to include an applicable cost will be interpreted as that cost being included in the price.*
3. Quantities may be increased or decreased during the coverage term. Awarded contractors will accept purchase orders to add or delete similar equipment during the coverage term.
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~ ~ **TWO-WAY TEXT PAGERS, TEXT MESSAGING, AND SHORT MESSAGE
SERVICES ARE NOT PART OF THIS CONTRACT AWARD.** ~ ~

All correspondence regarding this Contract Award must be in **writing** and submitted to:
theresa.anderson@po.state.ct.us

-or-

Attn.: Theresa Anderson, **023-A-27-7013-C**

DOIT - Contract & Purchasing Division, 101 East River Drive, East Hartford, CT 06108

PRICING AT A GLANCE

Services		Network Services	Arch Wireless	Metrocall
A	Numeric Statewide	\$2.75	\$3.75	\$4.50
A	Multi-State	\$3.75	\$4.25	\$9.00
A	Nationwide	\$5.75	\$15.95	\$14.00
A	Unlimited Operator Dispatch	\$9.95	n/a	\$7.25
A	Toll-free number	\$4.00	\$5.00	\$5.95
A	custom greeting	inc.	0.50	inc.
A	voicemail	\$1.00	\$3.00	0.50
A	internet and email dispatch	inc.	n/a	inc.
A	Insurance fee	n/c	\$1.00	\$1.00
A	replacement fee w/insurance	\$25.00	\$25.00	\$15.00
A	lost pager w/ no insurance	n/a	\$50.00	\$30.00
B	Numeric Statewide	\$2.75	\$3.75	~ ~ ~
B	Multi-State	\$3.75	\$4.25	~ ~ ~
B	Nationwide	\$5.75	\$15.95	~ ~ ~
B	Unlimited Operator Dispatch	\$9.95	n/a	~ ~ ~
B	Toll-free number	\$4.00	\$5.00	~ ~ ~
B	custom greeting	inc.	\$0.50	~ ~ ~
B	voicemail	\$1.00	\$3.00	~ ~ ~
B	internet and email dispatch	inc.	n/a	~ ~ ~
B	Insurance fee	n/c	\$1.00	~ ~ ~
B	replacement fee w/insurance	\$25.00	\$25.00	~ ~ ~
B	lost pager w/ no insurance	n/a	\$50.00	~ ~ ~
C	Alpha-Numeric Statewide	\$5.90	\$7.90	\$7.95
C	Multi-State	\$6.90	\$8.90	\$12.95
C	Nationwide	\$8.90	\$24.95	\$19.95
C	Alpha Call Plan Allowance	unlimited	200	250
C	Overcall Fee	n/c	0.25	0.15
C	Unlimited Operator Dispatch	\$9.95	\$9.95	\$7.25
C	Toll-free number	\$4.00	\$5.00	\$5.95
C	custom greeting	inc.	0.50	inc.
C	voicemail	\$1.00	\$3.00	0.50
C	internet and email dispatch	inc.	\$3.00	inc.
C	Insurance fee	n/c	\$1.00	1.00
C	replacement fee w/insurance	\$50.00	\$50.00	30.00
C	lost pager w/ no insurance	n/a	\$99.00	60.00
D	Alpha-Numeric Statewide	\$6.90	\$7.90	~ ~ ~
D	Multi-State	\$7.90	\$8.90	~ ~ ~
D	Nationwide	\$9.90	\$24.95	~ ~ ~
D	Alpha Call Plan Allowance	unlimited	200	~ ~ ~
D	Overcall Fee	n/c	0.25	~ ~ ~
D	Unlimited Operator Dispatch	\$9.95	\$9.95	~ ~ ~
D	Toll-free number	\$4.00	\$5.00	~ ~ ~
D	custom greeting	inc.	0.50	~ ~ ~
D	voicemail	\$1.00	\$3.00	~ ~ ~
D	internet and email dispatch	inc.	\$3.00	~ ~ ~
D	Insurance fee	n/c	\$1.00	~ ~ ~
D	replacement fee w/insurance	\$50.00	\$50.00	~ ~ ~
D	lost pager w/ no insurance	n/a	\$99.00	~ ~ ~

Network Services, LLC
Paging Rental Services

Equipment Ordering and Spare Replacement

Agencies will be able to place pager orders via *e-mail, Internet, phone or fax* to Customer Service, or by simply contacting your Account Executive. Units will be delivered to you either by your Account Executive, or shipped directly from our warehouse, depending upon the particular situation. For security, electronic access to **In-Touch** is password protected and units will only be shipped to pre-designated locations, with invoices provided for pre-approval by assigned personnel, as necessary.

As the number of broken pagers increases, agencies will contact their Account Executive and arrange the replacement of these units with additional spares. With open lines of communication between Agencies and Network Services, the Account Executives will make certain that agencies always have an adequate amount of spare units available.

On-Line Account Management

Network Services will provide DOIT with the number of required spare pagers and 24/7 secure electronic access to our ordering, billing and inquiry system (Intouch). DOIT will benefit by having the ability to quickly and easily handle most account changes on its own, including; activations, service changes, phone number swaps from non-working units to spare pagers, information changes (such as users), phone number requests, etc. This gives DOIT the ability to accomplish in a matter of seconds what used to require a phone call and interaction with a Customer Service Representative.

Additionally, DOIT will have the ability to set up your own cost centers and change as necessary, allowing you to separate your invoices by department or by chosen sub-accounts.

Of course, if a particular situation calls for Customer Service to perform any programming functions, authorized DOIT personnel can still fax or call in the request to our Customer Service department, who will be happy to assist.

Escalation Procedures and Contact Information

First Level Trouble Reporting

During normal business hours Mon.-Fri. 8:00am through 5:00pm EST, agencies should call the Network Services and open a Trouble Ticket. Agencies will need to provide all pertinent information such as cap codes, device phone numbers, and locations where the end users are experiencing troubles.

Lou Gelato Direct Account Manager
516 647-5481 Email: rcarr@networkservices.net
888 975-0102 pager number
Lou is the Account Executive who will be the primary point of contact for all DOIT accounts.
Lou has been in the paging industry for 9 years.

Major Account Group

800-277-8974 (8am to 5pm M-F PDT)
800-265-8020 (fax)

This group is manned by 2 ½ people. These individuals have been in the paging industry for over 5 years in the capacity of assisting customers with all needs from Sales to Programming.

STATE OF CONNECTICUT
DEPARTMENT OF INFORMATION TECHNOLOGY
CONTRACTS & PURCHASING DIVISION

023-A-27-7013-C

Network Services, LLC
Paging Rental Services

After Hours Emergency on-call

800-263-2467

In the event that the Major Account 800 number is not answered please hang up and dial the Emergency 800 number and someone will respond within 20 minutes of when the page is received. Please include all pertinent information like capcode, pager number and call back name and number.

Ryan Burns Major Account Supervisor
800-536-0700 ext 6101 office number Email: rburns@networkservices.net
Ryan supports the large accounts that obtain paging service from Network Services.

Elsie Smith Call Center Manager
800-536-0700 ext 6147 office number Email: esmith@networkservices.net
Elsie is in charge of the West Coast Customer Call Center. She manages 24 employees.

Sabrina Carrasquel Operations Manager
800-536-0700 ext 6576 office number Email: scarrasquel@networkservices.net
Sabrina is the West Coast Operations Manager. In the paging industry for over 15 years.

Greg Merrill Northeast Regional Sales Manager
888-273-6505 pager number
631-689-1830 office number Email: gmerrill@networkservices.net
516-650-1324 mobile number
631-689-8842 home number
Greg oversees all business to business accounts. He works closely with Lou making sure major accounts are getting what they need in a timely manner. In the paging industry for 10 years.

Rob Carter National Vice President of Sales and Marketing
310-615-6588 office number Email: rcarter@networkservices.net

Second Level Trouble Reporting and Escalation
For connectivity troubles call:

Glenn Hickman Regional Engineer
757-499-0732 office number
888-327-6759 pager number
757-692-0648 cell phone
Oversees all towers, transmitters, and phone systems. In the paging industry for 8 years.

Third Level Trouble Reporting and Escalation

If customer or CSR Supervisor needs to continue to escalate a trouble issue, they should contact the Network Services National Vice President of Engineering:

Bill Durance 800-284-7892 pager number
561-968-0076 office number Email: bdurance@networkservices.net
561-523-6518 mobile number
Oversees all engineers nationwide with Network Services. In the paging industry for 10 years.

Network Services, LLC
Paging Rental Services

Fourth Level Trouble Reporting and Escalation

If CSR Supervisor or National VP of Engineering needs to continue to escalate a trouble issue, they should contact Network Services National Vice President of Technology:

Arty Beahm 877-448-4895 press 3 office number Email: abeahm@networkservices.net
717-215-7686 mobile number
717-732-4522 home number
Oversees internet procedures and implementation of new procedures company wide. In the paging industry for over 20 years.

In the event that Bill Durance or Arty Beahm can not be reached due to being on vacation or taking a sick day please escalate to Network Services sales/operations personnel.

Network Monitoring and Service Restoration Capacity

Network Monitoring and Service Restoration

Network Services utilizes a network management system that monitors our nationwide IP network, providing automated dispatch of system status information and graphic displays of the network.

All transmitters and switches are monitored via a separate network management system. Every transmitter has a dial tone to allow it to dial out system alarms and system status. Those alarms are processed and dispatched as necessary. The dial tone also allows us to call the site and verify proper operation.

Our disaster recovery plan is in place and monitored 24/7/365. It revolves around redundant systems and state of the art technology to prevent and quickly diagnose multiple problems.

- 1) Dial back up - if a data circuit fails, an ISDN phone call is made to restore service.
- 2) Switches - we keep spare switches and a complete set of spare parts for terminals at every location.
- 3) Each field technician, FCC licensed and NABER certified has a transmitter in his/her vehicle.
- 4) Redundant uplinks - if one fails, another is brought on line immediately.

Network Services' terrestrial transmitters are controlled via 2 satellites. The number of transmitters in each market varies based on terrain, building penetration and the local coverage requirements of each community. Because Network Services is a company with a strong local presence in all of our markets, we typically have better penetration and more transmitters in any given market than our competitors.

Our transmitters are controlled through redundant satellites and redundant satellite uplinks. The uplinks are located in Harrisburg, PA and Bridgeport, NJ. The geo-stationary satellites that we utilize are the GE1 and GE4. All uplink dishes are heated to prevent icing problems and have uplink power control to overcome the signal attenuation that can be caused by heavy rain. All uplink encoders are also redundant and both uplinks have back-up power generators and Uninterrupted Power Sources (UPS). These features provide Network Services with excellent backup protection and minimize the likelihood of a complete system failure.

We contract with GE Americom for satellite capacity on GE1 and GE4 (formerly known as Spacenet 4). By utilizing two satellites rather than just one, if one satellite fails we do not lose all transmission capability and our resources can quickly be deployed to the sites affected. Since paging requires excellent coverage, many of our transmitters are within close proximity. We operate all of our systems in a simulcast mode. This allows the signal to overlap with no degradation of service. Simulcast actually adds signal strength to the coverage in overlap areas. If one transmitter fails, the next closest transmitter will typically broadcast over a significant portion of the area covered by the transmitter that failed, thereby maintaining coverage.

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Conclusion

Network Services possesses the strength, experience and ability to provide vital communications to the State of Connecticut Department of Information Technology that will meet today's communication needs and will work closely with DOIT to continue to provide the wireless communication tools to meet your future requirements, as your business evolves.

To further support State Accounts, Network Services continues to develop the account management tools and reporting mechanisms, such as On-line Account Management and Customized Billing and Reporting, that will make internal management of paging accounts quick and efficient, allowing you to concentrate on your core business, knowing your vital communications are secure, reliable and easy to manage.

Arch Wireless Operating Company, Inc.
Paging Rental Services

Business Locations and Hours of Operation

Arch Wireless Operating Company, Incorporated
35 Thorpe Avenue Suite 106
Wallingford, CT 06492

Hours of Operation: 8:00AM to 4:00PM Monday through Friday

Tel. # 203/741-1158

Fax # 203/284-8273

Customer Service Group Tel. # 888 / 875-2724 Fax # 518 / 362-5005
Hours of Operation: 7:30AM to 5:30PM Monday through Friday

After Hours, Weekends & Holidays-24 hour on call service:
800/611-8926 or 888/991-1011.

When an after hours call is received, an on call specialist will be paged out, and a live person will respond immediately.

*** Sales Representatives** (Assigned according to City Location)

Rep Name Pager w/Voicemail Email Address

Jarrett Barrows	877-859-9590	8778599590@archwireless.net
Sue Butler	877-861-2021	8778612021@archwireless.net
Diane DeGray	866-227-1651	8662271651@archwireless.net
Linda Waz	866-861-1597	8668611597@archwireless.net
Maggie Everett	866-263-1583	8662631583@archwireless.net
Bob Fried	866-329-7357	8663297357@archwireless.net

*Please Note: (Sales ONLY) For all other issues refer to Customer Service

Wallingford Administrative Support Team

Barbara.Keaveny@arch.com

Maryanna.Carlone@arch.com

Susan.Kramer@arch.com

District Manager: Michael S. Flynn
Pager w/voicemail: 800/654-2913

Email address: Michael.S.Flynn@archwireless.net

Arch Wireless Operating Company, Inc.
Paging Rental Services

Description of Account Set up

- Current State accounts are already established in billing format listed per pager.
- New accounts are established with a contract and set up according to individual specific needs (i.e. voicemail, operator dispatch, toll-free numbers, etc.). Monthly, quarterly, biannual or annual billing to follow.
- Arch will establish Parent Accounts. All individual accounts will be set up as Child Accounts rolling up to the Parent. This allows us to insure consistent pricing and customer service.

Procedures for Ordering

- Purchase Orders are accepted or a contract faxed or delivered by Local Representative signed for new or additional pagers to an existing account. Change outs, replacements, or lost pagers can be ordered by utilizing the above Customer Service numbers, or by contacting your Local Representative via email, fax or page.

Problem Resolution, Customer Service Complaints, Billing Issues

- Paging problems ~ Report directly to the Customer Service Group.
- Billing and Customer Service Manager ~ Nancy Rapp
Billing issues will be handled by the NDPC (Northern Division of Proof & Control). There will be direct contact with the customer over the telephone. This department will also process and forward any due credits for approval.

Arch Wireless Contact & Escalation Information

Normal Business Hours: 7:30AM ~ 5:30 PM Monday through Friday

<u>Telephone #</u>	<u>Contact Person</u>	<u>Title</u>
888/875-2724	NDPC Support Representatives Group	
518/220-2865	Erynn Smith	Team Leader
518/220-2811	Jeanine Morehouse	Supervisor
518/220-2866	Nancy Rapp	Manager

After Hours, Weekends & Holidays via 24 hour on call service:
800/611-8926 or 888/991-1011

If a recording responds to your off hours call, there are people waiting to be contacted, and a live person will respond immediately.

<u>Telephone #</u>	<u>Contact Person</u>
800/611-8926	On Call Voicemail (Will immediately page an on call representative)
888/991-1011	Back up Number
518/395-0007	Erynn Smith Voicemail
877/399-2881	Jeanine Morehouse / 2-Way pager
800/538-5895	Nancy Rapp / 2-Way pager

Metrocall, Inc.
Paging Rental Services

CUSTOMER SERVICE AND SUPPORT OPERATIONS

A dedicated team is assigned to service every aspect of your account. The team will work closely with you to consistently provide the most complete, up-to-date information on future products and services and their applications to your specific business communication needs. Metrocall has an experienced, centralized team to meet the needs of large corporations across the nation. Metrocall has both a centralized support organization and a nationwide sales team to ensure 100% customer satisfaction.

SALES MANAGER & PROGRAM FACILITATOR

The Sales Manager serves as the main point of contact between Agencies and Metrocall with the primary responsibility for developing and maintaining all on-going business relationships and implementing the Metrocall program in all Agency locations. The Sales Manager will also serve as the focal point for all of Metrocall's personnel involved with the account. The Program Facilitator will serve as the central point of contact for all daily issues. Working closely with all customer locations, the Program Facilitator is available to provide customer status updates, billing information, account maintenance, consulting, and problem resolution. The Sales Manager/Program Facilitator assigned is Beth Grzeszyk and she can be contacted at: 800-292-3974 or by e-mail: GrzeszykB@metrocall.com

LOCAL SUPPORT TEAM

The local support team in Connecticut will serve as the primary local contact for day-to-day activities on the account. This includes local pager/technical support and for emergency deliveries. The local support team is *Beth Grzeszyk*, Sales Manager and *Rose Sullivan*, Corporate Account Manager reporting to the Regional Metrocall location in Lyndhurst, New Jersey. *Don Potts*, Government Account Manager, will be assigned to all accounts and will provide support with billing, inventory and any other issues that require his assistance. Don Potts resides in the Regional, New Jersey location.

PAGER ADDITIONS, EXCHANGES, UPGRADES, AND SPARE PAGERS

- Pager Additions: An order will be developed specifically for agencies. These orders will go directly to your dedicated support team in Connecticut. The support team will fulfill the order within 24-48 hours.
- Pager Exchanges: For exchanges or repairs, end-users will be directed to call your designated local Representatives. Replacement pagers will be programmed on site.
- Spare Pagers: One spare for every five rented will be available at no cost. A spare pager is an inactive unit that resides at the customer's location to be used for a switch-out when a pager is damaged. The customer's pager number is then activated on to the spare unit. In this case, the switch-out is done immediately. In the event your location does not have a spare pager readily available, your support team will ship the replacement pager out or deliver within 24 hours or one business day. To replenish the stock of spare pagers, call your local support team.

REPAIR/REPLACEMENT POLICY

1. The paging customer calls the local representative to report a non-functioning pager that needs to be replaced. (All pagers rented are covered by maintenance).
2. A new activated pager is sent or delivered to the paging customer's location to replace the broken unit. If a spare unit is available at that location the spare pager is reprogrammed.
3. The agency returns the broken unit to Metrocall.
4. The agency requests spares to restock their spare inventory.
5. The pager repair or replacement is process immediately if it can be switched out over the phone with a spare, or shipped within the next business day.

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Metrocall, Inc.
Paging Rental Services

If a leased/rented unit is lost or stolen, the agency will be liable for the cost of the pager (see Bid Schedule pages for pricing and insurance options).

METROCALL ACCOUNT ESCALATION LIST

In the case of an emergency, listed below is our program's escalation list.

Program Facilitator	Beth Grzesczyk	800-292-3974	Email: GrzesczykB@metrocall.com
Corporate Account Manager	Rose Sullivan	888-913-4209	
Sales Manager	Beth Grzesczyk	800-292-3974	
Market Vice President	Roman Kozak	800-825-2255	
Government Acct Manager	Don Potts	800-825-2255	
After Hours/24 hour Toll free Number		1-800-383-7918	

SERVICE ESCALATION POLICY AND NOTIFICATION

The assigned service representative will assess the needs of the customer and, depending on the situation, will explain how the request will be fulfilled and the time frame for a response. For example, if an agency needs a replacement pager, the service representative will see if he/she can switch out the customer's pager instantly with a spare unit. If the customer does not have a spare pager at their location, the service representative will fulfill the order. Questions or inquiries directed to the End-User Support Center will be handled immediately by the Service Representative available at that time.

The Service Escalation Notification Policy allows us to inform DOIT of any major outages on our system. The following lists how we notify our customers of transmitter or service outages:

Reporting Problems

When a Metrocall employee observes or suspects a system problem, the employee must immediately report it to the technical department for the market in which the problem is suspected. If an outage has occurred, a call is place to the End-User Support Center from our local technicians. A National technical support line has been established to handle these emergency calls from all Metrocall employees. When calling the technical department, it is critical for Metrocall the have the following information that will 1)assist the technician in finding the problem, and 2)provide means for the technician to respond with the findings. The type of information we need to contribute is as follows:

- Your name and call back number
- Pager phone number(s) affected and pager frequency
- Time and Date of occurrence
- Area and location of problem
- Isolated occurrence or multiple customer complaints
- Name of account reporting problem

Technical Response

The technician retrieving the call will determine the nature of the problem and will respond to the reporting party within 15 minutes with the estimated time for resolution. When the technician corrects the problem(s), he will update the reporting party with the following information:

- The exact nature of the problem
- What services were affected (if other than initially reported)
- When it first occurred (if known)
- When it was resolved

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If the system outage has occurred during business hours, a representative from our End-User Support Center places a call to our Metrocall team. One of our Program Facilitators will take the call and proceed to our customer escalation list. The list contains emergency contacts for each account. This includes phone numbers during regular business hours (8:30 a.m. – 5:30 p.m. Eastern) and after hours. Based on the down time and impact to our customers, we will then assess the problem and keep our customers informed of any technical progress to the system(s) and an estimated time as to when the downed system will be back up.

Each Program Facilitator is responsible for the notification of the customer from our list during normal business hours. If the outage continues after normal business hours our Program Facilitator will let the End-User Support Center know who to call for updates on the system.

After hours our regular help desk number will be active. The representatives follow the same procedure as listed above. Each call is logged and assessed. The technician is notified and the representatives follow the escalation list provided. The customer will be kept notified until the system is fixed. Since the outage takes place after hours, a message will be left for the Program Facilitator assigned to the account affected. Then the Program Facilitator will follow up with the account during business hours.

Metrocall will continue to update the customer on the status of the system until it is fixed. Metrocall strives to achieve 99% system reliability. We will try our best to keep the customer informed of any planned outages.

**STATE OF CONNECTICUT
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101 EAST RIVER DRIVE
EAST HARTFORD, CT 06108**

**Bid Number
023-A-27-7013-C**

Purchasing Contact:
Theresa Anderson, PSO II

Telephone Number:
860-622-2542

BID SPECIFICATIONS
Paging Rental Services

Bidders must reply to each of the line items listed below and if necessary provide a detailed explanation of service. Any deviations must be listed within the bidder's specifications. Failure to provide the information requested may result in disqualification of the bid. Pagers (equipment) and services must meet or exceed the following:

1. Digital or alpha pagers that have at a minimum, Time and Date feature of pages received, Alarm Notification feature to notify when page is received, and Silent Mode (or vibrate). All pagers will be labeled with serial, model and cap code numbers.
2. Statewide coverage within Connecticut (list any areas not covered).
3. Two-minute pager response time. From the time the call is put into the paging system to when the pager is alerted is guaranteed to activate within 2 minutes.
4. One spare pager for every 5 pagers rented. Spare pagers are to be used for change-outs and should not be charged until activation.
5. Each unit is to be supplied with either rechargeable battery units or disposable battery design. Provide one spare rechargeable battery for every 5 pagers rented and one battery charger for every 10 pagers rented that has a rechargeable battery. The agency will be responsible for replacing disposable batteries.
6. All pagers must be delivered in first-class condition or will be subject to refusal. No shipping and activation fees for new pagers or for replacement pagers. No Universal Service Fund fees.
7. Toll-free number with 24-hour, 7 days a week, phone support for troubleshooting pager problems. Preferably, a dedicated number assigned for this contract.
8. Contractors will designate a minimum of two (2) representatives to provide service to state agencies for this bid/contract award.
9. Upon request, a representative is required to consult with state agencies and assist them with ordering pagers with the appropriate options for intended usage.
10. Contractor is responsible for IMMEDIATE REPLACEMENT of defective units during normal business hours (9:00 a.m. – 5:00 p.m., Monday – Friday) or during other times or locations by special arrangement. If you do not have a central location in Connecticut you must specify how you will send replacement units. Minimum:
 - Contractors will provide—at no charge—a replacement within 24-hours for defective or lost pagers.
 - Replace lost pagers for either a one-time replacement cost fee per unit or at a reduced rate for pagers that have insurance (both includes shipping).
 - If a lost pager is subsequently found, the credit to the account will be the same as the replacement cost.
11. Provide minor repairs and maintenance. Contractors shall be required to make minor adjustments and repairs, whenever necessary, on pagers rented under this contract.

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**BID SPECIFICATIONS
Paging Rental Services**

12. Provide sufficient D.I.D. Trunks to avoid busy signals/tones and update as necessary. Provide PO1 level of service.
13. Provide testing for pager equipment and frequency problems. Contractor may be required to take corrective action such as upgrading equipment, network, transmitter, or repeater. Upon request, provide testing equipment for every 50 pagers rented.
14. Preferably, contractors will be able to assign a dedicated phone number and email address to support this contract (e.g. statecontract@yourname.com).
15. Consolidate invoicing with detailed backup. Preferably, one line item for each number with the total monthly cost with an option to request a detailed backup. The detailed backup will have each number showing itemization of each feature charged with total charged for the month.
16. Since payment is made in arrears, vendors should have the ability to code the account "state" or "government" to ensure service is not turned off due to payments being made in arrears. Preferably the vendor should have the ability to ensure interest charges are not assessed for payments being made in arrears, other than those provided for in the CT General Statutes.
17. Resolution of billing issues within one billing cycle.
18. A large majority of our state agencies handle essential direct client care. Reliable paging services are critical for this contract. Penalties may be assessed for services that lapse due to the failure of the contractor.

Bidders will also provide with this bid:

- Business locations and hours of operation. The names, addresses, phone & fax numbers, and email addresses of representatives that will service our state account.
- A detailed description on how accounts for this contract will be established/set up.
- The procedures that agencies will need to use to order pagers and to receive replacement pagers for lost or defective pagers (see #13 above for requirements).
- A detailed narrative of how problem resolution, billing issues, and customer service complaints will be handled.
- The vendor shall provide escalation procedures, for each level up to the Company President/Owner, that include, at minimum, the following:
 - ⇒ a list of individuals (by name and title) at each level of escalation;
 - ⇒ the role of each individual in the escalation process;
 - ⇒ email address;
 - ⇒ pager, work, home, and cellular telephone numbers.
- Coverage maps showing area of coverage for statewide, multi-state, and nationwide.

NOTE: The awarded contractor(s) will be responsible for contacting DOIT to periodically update all the above during the term of the contract.

SPECIAL BID/CONTRACT TERMS AND CONDITIONS
Paging Rental Services

1. SCOPE

The State is seeking contractors to provide **Paging Rental Services** for All Using State Agencies, Municipalities, and Political Sub-Divisions throughout the State of Connecticut. This will be a two-year contract. The contract period will be from the **Date of Award through March 31, 2005** with the option to extend for one additional year. Bidders must certify that their bid is good for a period of ninety days.

2. CUSTOMER SERVICE

Bidders must provide with this bid, its version of problem escalation procedures with a detailed description of the bidder's organization, locations, and support structure. Bidders will supply a contact sheet listing the procedures to use for obtaining information, ordering pagers, problem resolutions, accounting issues, etc. Bidders will supply the representatives' and the supervisors' and/or managers' full name, phone and fax number, and email address.

Awarded contractors will have sufficiently trained staff and resources to handle all requests and be able to ensure 98% uptime availability of all pagers. *Preferably*, awarded contractors will be assign a dedicated phone number and email address to support this contract (similar to support given to government contracts). A minimum of two representatives must be assigned to provide service and support for this contract.

Upon request from DOIT, awarded contractors will provide detailed reports of service being provided. For example, how many agencies are using the contract, a list of agency names and account numbers, the number of pagers per account and/or total for contract usage, or a list of service related problems.

Awarded contractors must be able, at the State's option, to demonstrate any/all hardware/software products. Any required benchmark demonstration must be provided at a site approved by the State and without cost to the State. The State reserves the right to request documentation for any item bid. Failure to provide said documentation upon request may result in disqualification from an award.

3. PRICING (BID SCHEDULE)

Contractors will quote itemized prices based on the monthly cost for each item listed in the Bid Schedule. Prices quoted shall be net; including transportation and delivery charges fully prepaid by the contractor. Shipping terms are F.O.B. State Agency. Prices for pagers must include all ancillary costs associated with the item. **Failure to include specific reference to an applicable cost will be interpreted as that cost being included.**

The following fees are not allowable under this contract: Universal Service Fund fees, activation fees, administrative fees, shipping fees, and any additional fees not approved of under this contract

State Agencies and awarded contractors may submit (in writing) requests to add *new* paging equipment or *new* services that were not available at the time of award. Requests should be sent to the Department of Information Technology's Contracts & Purchasing Division.

4. ACCOUNTS (BILLING & PAYMENT)

All accounts must reference the contract award number. All accounts should be coded "state" or "government" to ensure service will not be cut-off due to payments being made in arrears. Upon request, each using agency will be issued one account number.

Billing is in **arrears** and payment terms are **Net 45 days**. Invoices must reference the contract award number. In accordance with §4a-71 through 4a-74 Connecticut General Statutes, the State shall mail a payment check "...within forty-five days of receipt of a properly completed claim or receipt of goods and services, whichever is later". **Contractors may offer discounts for early payments.**

SPECIAL BID/CONTRACT TERMS AND CONDITIONS
Paging Rental Services

5. BASIS OF AWARD

An award will be issued to the lowest, responsible, qualified contractors, who are in compliance with the Bid/Contract Terms and Conditions. The State reserves the right to award by item, groups of items, all items, or by multiple award, to reject any or all bids wholly or in part, and to make awards in a manner deemed in the best interest of the State.

Preference may be given to contractors that have a physical business presence within Connecticut (i.e. an office, service facility) and have sufficiently trained staff and associated resources to service this contract. Additionally, preference may be given to contractors that will assign a dedicated representative, phone number and email address to support this contract.

6. PENALTIES

The state reserves the right to assess penalties for lack of service:

- ⇒ service disconnection requiring trouble ticket be opened: one hour service interruption = one day credit to a maximum of one month credit for each occurrence
- ⇒ replacement of defective or lost equipment outside of the required 24-hour time frame = a credit of 5 days for each day beyond the 24 hours.

The State reserves the right to negotiate and assess **additional** penalties for lack of service. In the event the awarded contractor is not providing satisfactory service, which has to be remedied by another contractor, the State will assess the awarded contractor the full amount expended to correct the deficiencies.

7. CANCELLATION

The State reserves the right to cancel this invitation to bid, contract award, or specific line item without penalty for any reason it deems appropriate. The State reserves the right to cancel any unfulfilled portion of the contract if it deems the goods or services provided by the awarded contractor is unsatisfactory or inconsistent with the bid/contract terms and conditions.

Using agencies will give a 30-day written notice to the contractor to terminate rental services.

8. BIDDER/CONTRACTOR INFORMATION

In the event that the bidder's or awarded contractor's information changes (i.e. name, address, telephone, contacts & representatives), it is the Bidders/Contractor's responsibility to promptly notify the DOIT, *Contracts & Purchasing Division*, of such changes in writing **within one week of change**. The State will not be held responsible for purchase orders or payments that are delayed due to additional routing caused by the lack of notification on the Bidders/Contractor's part.

9. PURCHASE ORDERS & INVOICES

The using State Agency will issue purchase orders. Questions regarding purchase orders and invoicing should be directed in accordance with the instructions contained in the boilerplate of the purchase order. Payments may be delayed if the State invoice form is not properly completed in accordance with the instructions contained on the purchase order.

Awarded contractors will accept purchase orders to **add or delete** equipment or services during the coverage term. The term for anything that is added in this manner would be coterminous with the initial term. Additions will be paid at the current contract rates. Deletions will be removed from the monthly billing effective on the last day of the month in which the termination date occurs.

10. PRICE ADJUSTMENTS

Price decreases will become *effective immediately*. Contractors shall bill the State at the reduced price on all deliveries made on or after the date of the price reduction. Contractors also shall promptly notify DOIT concerning the change with a copy of the pricing medium.

SPECIAL BID/CONTRACT TERMS AND CONDITIONS
Paging Rental Services

Pricing quoted shall remain firm for a period of one (1) year from effective date of contract award. Annual price adjustments for labor, materials, and maintenance shall not exceed the sum of the most recent twelve months Consumer Price Index-Urban (CPI-U, US City Average, All Items, Not Seasonally Adjusted). The CPI-U may be found at <http://www.bls.gov/cpi/>.

The vendor shall submit its proposed adjustment to DOIT at least ninety (90) days prior to the requested effective date. The requested effective date may be a date selected by the vendor; however, only one adjustment is allowed in any twelve-month period. If the vendor has not requested a rate change in twelve months and the annual CPI-U is negative, DOIT shall impose a rate decrease equal to the twelve month negative CPI-U.

The vendor shall not charge a higher rate until approved by DOIT via contract supplement. **No retroactive increase will be allowed.** The State reserves the right to reject any requests deemed excessive. Contractors will honor contract pricing on purchase orders issued prior to the effective date of any increase in price.

11. LAWS & TAXES

Everything herein shall comply in every respect with all applicable laws of the Federal Government and/or the State of Connecticut.

Bidders and the awarded contractor will ensure, in good faith, that their participation in this bid process will not raise a question of conflict of interest or a breach of ethics issue under the provisions of the State Ethics Code, specifically §1-84 and §1-85 of the Connecticut General Statutes.

Bidders may not participate in any *ex parte* communications with any of the manufacturers, dealers or other respondents who are responding to this Invitation to Bid, unless permitted (in writing) by the Director of the Contracts & Purchasing Division of the Department of Information Technology.

Bidders/Contractor will be in compliance with all applicable federal, state, and local laws and regulations, including but not limited to Connecticut General Statute sections 4a-60 and 4a-60a on nondiscrimination and affirmative action provisions, as well as:

- ▶ Affirmative Action Policy Statement: <http://www.state.ct.us/governor/aapolicy.htm>
- ▶ Sexual Harassment Policy Statement: <http://www.state.ct.us/governor/sexualharasspolicy.htm>
- ▶ Section 16 of P.A. 91-58 nondiscrimination provisions regarding sexual orientation
- ▶ Executive Order Number Three issued by Governor Thomas J. Meskill, promulgated on June 16, 1971, Nondiscrimination Clauses in Contracts:

<http://www.state.ct.us/governor/executiveorders/meskill3.htm>

- ▶ Executive Order Number Seventeen issued by Governor Thomas J. Meskill, promulgated on February 15, 1973, Job Listings with the State Employment Service:

<http://www.state.ct.us/governor/executiveorders/meskill17.htm>

- ▶ Executive Order Number Sixteen—of Governor John G. Rowland—promulgated on August 4, 1999, regarding Violence in the Workplace Prevention Policy. No. 16:

<http://www.state.ct.us/governor/executiveorders/no16.htm>

Purchases made by the State of Connecticut are exempt from the payment of Federal Excise Tax, Transportation Tax, and Connecticut Sales and Use Tax. Upon request, the using State Agency will provide a Federal Excise Tax Exemption Certificate.